

Department for Work and Pensions (DWP)
Central Freedom of Information Team

xx@xxx.xxx.gov.uk

Our reference: VTR 3332

Date: 29.07.2014

Dear D McManus,

Thank you for your Freedom of Information (Fol) request received on 24 July 2014. You asked:

If a JSA claimant is participating in CWP under duress to avoid being sanctioned, whilst simultaneously following the complaints process due to a strong belief the referral was inappropriate and the complaint was subsequently upheld:

1) Would the claimant be entitled to compensation for any hours worked on the scheme?

2) If so, how would this be calculated?

If, as a result of a complaint, DWP accepts there has been a service failure, consideration can be given to providing financial redress in the form of a special payment. The Departments policy and guiding principles on financial redress can be found on [GOV.UK](#).

Yours sincerely,

DWP Central Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwpgsi.gov.uk or by writing to: DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF
www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745